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STATEMENT OF WORK

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C.1.0 OVERVIEW

One of the major objectives in the Federal Aviation Administration's (FAA) Flight Plan is to control costs while delivering quality customer service. To help achieve the goal of controlling costs the FAA embarked on an important Agency-wide initiative in 2006 called the Strategic Sourcing for the Acquisition of Various Equipment and Supplies (SAVES) Program. The program includes all FAA Lines of Business, Staff Offices, Regions, and Centers. Some of the SAVES contracts and other enterprise contracts are nearing completion of their period of performance and new contracts are required to continue support of the Agency's strategic sourcing goals and objectives.

The FAA requires an Indefinite Delivery, Indefinite Quantity (IDIQ) contract to provide a full range of computer peripherals and miscellaneous equipment and services in support of the FAA's information technology (IT) enterprise architecture.

Within the context of this statement of work (SOW) a "Product Solution" is defined as all of the components and services (e.g., hardware, peripherals, parts, accessories, software, installations, warranties, leases, maintenance) required to put in place and support the operation and maintenance of the IT products.

Certain products available on this contract will be designated as "standard" by the FAA's Technology Control Board (TCB) and any other authorized group within the Department of Transportation (DOT). Standardized products shall be configuration managed (see Section C.5.1.3). The FAA's Information Technology Standards and any other designated DOT/FAA standards, hereinafter referred to as the "*Standards*", are provided in Section J.

C.2.0 SCOPE

This SAVES contract will be a DOT-wide strategic sourcing contract managed by the FAA. SAVES contracts are mandatory use contracts for the FAA's IT community under the Acquisition Management System (AMS 3.8.6) and may optionally be used by the FAA's National Airspace System (NAS) community.

The Contractor shall provide technical and professional support services that enable the full life-cycle management of IT assets. These services shall be directly related to the range of products offered under the contract and shall be performed as requested by the Contracting Officer on individual delivery orders. Support services are defined in Section C.5.1.2.

C.3.0 ACRONYMS

AMS	Acquisition Management System
ANSI	American National Standards Institute
CLIN	Contract Line Item Number

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CO	Contracting Officer
COTR	Contracting Officer's Technical Representative
COTS	Commercial off-the-shelf
DO	Delivery Order
DOT	Department of Transportation
EDI	Electronic Data Interchange
EPEAT	Electronic Product Environmental Assessment Tool
ESC	Enterprise Services Center
FAA	Federal Aviation Administration
FEMP	Federal Energy Management Program
FIPS	Federal Information Processing Standard
IDIQ	Indefinite Delivery, Indefinite Quantity
IPv6	Internet Protocol Version 6
ISO	International Organization for Standardization
NAS	National Airspace System
NIST	National Institute of Standards and Technology
OEM	Original Equipment Manufacturer
PIV	Personal Identity Verification
SAVES	Strategic Sourcing for the Acquisition of Various Equipment and Supplies
SOW	Statement of Work
TTY	Text telephone

C.4.0 REFERENCES

- FAA Acquisition Management System (AMS), <http://fast.faa.gov/>
- *FAA Information Technology (IT) Standards*, Section J, Attachment VI and VII
- Section 508 of the Rehabilitation Act of 1973 (<http://www.section508.gov/>), AMS 3.2.2.9, Rehabilitation Act, Section J, Attachment V
- International Standards Organization (ISO) 9001:2000, *Quality Management Systems – Requirements*, <http://www.iso.org/iso/home.htm>
- Energy Star® Compliance (<http://www.energystar.gov/>)
- Internet Protocol Version 6 (Ipv6) Guidance, Memorandum from Dave Bowen, FAA Assistant Administrator for Information Services and Chief Information Officer, June 14, 2006, Section J, Attachment XI
- Executive Order 10582, *Prescribing Uniform Procedures for Certain Determinations*, Buy-American Act, December 17, 1954, <http://www.archives.gov/federal-register/codification/executive-order/10582.html>
- Executive Order 13423, *Strengthening Federal Environmental, Energy, and Transportation Management*, January 24, 2007
- Executive Order 13514, *Federal Leadership in Environmental, Energy, and Economic Performance*, October 5, 2009.
- Electronic Data Interchange (EDI), American National Standard Institute (ANSI) X 12 Standard

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- FIPS 201, Personal Identification Verification of Federal Employees and Contractors, csrc.nist.gov/publications/fips/fips201-1/FIPS-201-1-chng1.pdf
- NIST SP 800-73, Interfaces for Personal Identification Information, <http://csrc.nist.gov/publications/PubsSPs.html>

Any other specifications, standards, policies or procedures documents required for the performance of this contract will be provided by the FAA.

C.5.0 REQUIREMENTS

This Section defines requirements in terms of the tasks to be performed, the end results or deliverables they shall produce, the reporting and measuring system, and any key times or dates.

The Contractor shall appoint a primary representative to work with the Contracting Officer (CO) and the Contracting Officer's Technical Representative (COTR) to maintain, support, and market this contract. The CO or COTR reserve the right to require a change in the Contractor's then current primary representative if the assigned representative is not, in the opinion of the Government, serving the needs of the Government and this contract.

C.5.1 Contract Line Items

Contract line items include the IT products and services defined in this Section. Contract Line Item Numbers (CLINs) and pricing for these items are provided in Section B. The list of CLINs is not all-inclusive. CLIN changes, additions and deletions will be negotiated with the Contractor at quarterly Program Reviews, when exercising contract option years, or as required.

C.5.1.1 Computer Peripherals and Miscellaneous Equipment

The contract will include various computer peripherals including, but not limited to: cables, fiber optic cable, cable trays, cable analyzers, strippers, connectors, uninterruptible power supplies (UPS), environmental and security monitoring equipment, power strips, power adapters, power distribution units (PDUs), management kits, batteries, surge suppressors, fan units, line conditioners, storage media (e.g., DVDs, hard drives, flash drives, tapes, cartridges), port replicators, storage cases, cleaning cartridges, graphics cards, warranties, extended warranties and maintenance.

The contract will also include miscellaneous items including, but not limited to: cameras, audio players, recording devices, digital senders, scanners, microphones, plotters, bar code scanners, electronic digital display devices, and projectors. It will include components that directly support complete Product Solutions, including, but not limited to: speakers, replacement lamps, projection screens, cabinets, carts, accessories, mounting hardware, cables, warranties, extended warranties and maintenance.

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Any items that are currently provided under existing DOT/FAA contracts and enterprise agreements may be excluded from this contract. Related software may be included, provided, or excluded in this contract at the direction of the Government, depending on the availability of such software through other contracts.

When available, electronic versions of documentation and software are required product deliverables.

Standardized brand names, configurations and/or specifications for some Product Solutions are provided in the current version of the *Standards* document. Exceptions to the *Standards* may be granted by the CO or COTR. New products and additional manufacturers within the scope of the contract will be added to the contract to address changing requirements and technology improvements.

All equipment purchased on this contract shall be new. In response to Government inquiries, the Contractor may propose used or refurbished items. These products shall be certified by the manufacturer. When applicable, the products shall have maintenance or warranty options available from the manufacturer. Any variation from the maintenance or warranty requirement shall be approved by the purchasing official. In the event that used or refurbished equipment is purchased, the Contractor shall clearly label the equipment as used or refurbished.

C.5.1.2 Professional and Technical Support Services

All professional and technical support services shall be directly related to the IT Product Solutions procured through the contract. Requested services such as warranty maintenance or repair, service agreements, installations and training will be clearly defined as to the items to be maintained or installed, or the required level of service. All services shall be performed as negotiated and agreed to by the Contracting Officer.

If required, the Contractor shall provide services to the Government relating to the installation, configuration, integration, operation and maintenance of contract products. The services include, but are not limited to, the following subject areas:

- System Configuration and Integration
- Physical Site Analysis
- Installations
- Equipment Maintenance
- Training

Further information on these services is provided in the following sub-sections.

C.5.1.2.1 *System Configuration and Integration*

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The Contractor shall provide system configuration and integration services such as the following:

- Surveying, analyzing, evaluating and providing technical advice pertaining to the performance and functionality of the system
- Analyzing and evaluating the application software design and its integration into the Contractor provided hardware and software
- Providing assistance and guidance on installations
- Providing consultation and guidance to the Government pertaining to the application systems design
- Providing assistance and guidance to the system operators pertaining to system generation, troubleshooting, and general system operation
- Assisting in the detection and resolution of system and application program errors

C.5.1.2.2 *Physical Site Analysis*

The Government may issue a delivery order for a physical site analysis prior to ordering a contract Product Solution. Based on a Government-provided SOW, the Contractor shall perform the analysis at the proposed locations within 15 calendar days of acceptance of the delivery order, unless specified otherwise. The Government will coordinate start dates and access to the facilities with the Contractor. The designated buildings shall be inspected to determine whether they meet the requirements of the desired hardware (e.g., lighting, electrical power, grounding). Any modifications or upgrades required for installation of the proposed solution shall be noted in a Contractor provided Site Analysis Report. The Government reserves the right to have a representative participate in the analysis. Contractor functions performed during the physical site analysis may include, but are not limited to, the following:

- A determination that the physical space allocated for the hardware is adequate and accessible
- A determination that adequate electrical power is available into the building and within the building to accommodate the proposed hardware and that proper grounding is available
- A determination that needed communication connections are available and accessible
- Evaluation of whether the existing Government infrastructure to be used is acceptable
- Preparation of a complete list of all materials required for proper system installation
- Compilation of any other information the Contractor deems pertinent to the installation of the system
- An estimate of installation man-hours and other direct charges (ODCs) required to perform the task

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C.5.1.2.3 *Installations*

The Government may order installation services for any Product Solutions purchased under this contract. The Contractor shall be responsible for the delivery and installation of the products at the designated facilities. The Government shall assure the completion of all requirements identified by the manufacturer's installation guidelines/instructions or a Contractor prepared Site Analysis Report. Installation shall commence within 15 calendar days after delivery of the products and assurance of site preparation, unless specified otherwise. The Government will coordinate start dates and access to the facilities with the Contractor. The Contractor shall be responsible for loading, unloading, packing, unpacking, inventory, inspection, and waste disposal.

C.5.1.2.4 *Equipment Maintenance*

The Contractor shall provide equipment maintenance if required by individual delivery order and if it is relevant to the products on the contract. These services may require a Government-provided SOW to clearly define the items to be maintained and the required level of service. The Contractor shall provide a proposal defining the levels of service and associated costs.

C.5.1.2.5 *Training*

The Contractor shall provide training if required by individual delivery order and if it is relevant to the products on the contract. These services may require a Government-provided SOW to clearly define the desired training. The Contractor shall provide a proposal defining the levels of service and associated costs.

C.5.1.3 Franchise Fund

In support of the Enterprise Services Center (ESC) and the FAA's Franchise Fund, all prices quoted by the Contractor and purchases made by the Government within this contract shall include a management fee. This fee reimburses ESC for the costs of procuring and administering this contract. The Contractor shall remit the fee at the rate set by the ESC, initially set at 0.5% (one half of one percent). This fee is subject to revision at the discretion of the Government. Within 60 days of contract award, the Contracting Officer or designee will provide the Contractor with specific written procedural instructions on remitting the fee. The ESC reserves the right to change such instructions from time to time, following notification to the Contractor.

C.5.1.4 Asset Tagging and Reporting

The Contractor shall apply an Agency approved bar code label, RFID tag, and/or other Government-approved identification mechanism to any items designated by the Government in Section H, Special Contract Requirements. Instructions on the content

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and format of the asset tags will be provided in Section J, Attachment I, Asset Identification Specification. Asset tags may be required to be placed on the equipment and externally on the packing container.

A report of all items receiving an asset tag, shall be prepared by the Contractor and delivered to the COTR (and/or others as directed by the COTR) via email each week, no later than Monday, 12:00 Eastern Time. This Asset Identification (ID) Report shall contain the data relating to the previous week's shipments, as per the example (refer to Section J, Attachment II).

C.5.2 Standards Compliance and Configuration Management

It is the intent of the Government to establish standard configurations for selected information technology products to ensure a uniform deployment that is fully interoperable and easily maintainable. Configurations, brand names, or technical specifications for some products on this contract may be mandated in the *Standards*. The Contractor shall limit purchases of standardized products to the specifications established in the *Standards*. Questions on product applicability to the *Standards* shall be addressed to the COTR. Exceptions to the *Standards* may be granted for testing or other purposes by the CO or COTR.

The Contractor shall assist in the configuration management of any standardized configurations by providing notification to the COTR of at least 30 days on any pending product changes or products reaching end-of-life.

All document deliverables under this contract shall be transmitted in the current version of software stipulated in the *Standards*.

The *Standards* currently require that certain portable memory devices be FIPS 140-2 compliant.

The most recent version of the *Standards* will be provided by the COTR when enacted and placed in Section J of the contract in the next contract modification.

C.5.3 Regulatory Compliance

The following specifications, standards, policies and procedures represent the constraints placed on this acquisition. All documents listed are mandatory, as applicable. The list is not all-inclusive. Any other documents required for this contract will be provided by the FAA.

1. To ensure compliance with Personal Identity Verification (PIV) Federal credentialing requirements, all IT systems procured after September 1, 2005, shall meet the Federal PIV identification and authentication standards contained in FIPS 201 and NIST SP 800-73 for IT systems interfaces.

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2. Where applicable, products shall be IPv6 compliant. An IPv6 compliant product or system shall be able to receive, process, and transmit or forward (as appropriate) IPv6 packets and shall interoperate with other systems and protocols in both IPv4 and IPv6 modes of operation.
3. Certain products available for purchase on this contract shall be Energy Star®-qualified or FEMP-designated.
4. In accordance with Executive Order 13423, *Strengthening Federal Environmental, Energy, and Transportation Management*, annually, 95% of electronic products purchased shall meet Electronic Product Environmental Assessment Tool (EPEAT) standards where applicable.
5. In accordance with Executive Order 13514, *Federal Leadership in Environmental, Energy, and Economic Performance*, 95% of all new contracts, including non-exempt contract modifications, require products and services that are energy-efficient, water-efficient, bio-based, environmentally preferable, non-ozone depleting, contain recycled-content, non-toxic or less-toxic alternatives.

C.5.4 Brand Name Products

It is the intention of the Government to purchase a limited number of brand name products. Products designated by brand name in the *Standards* will be required to be purchased as mandatory brand names. Future versions of the *Standards* may add, change, or remove brand name requirements. The contract will be modified to incorporate these brand name changes.

New brand name products that are not designated in the *Standards* may be added to the contract in accordance with Technology Improvements (Section C.5.7) or as a result of changes to Government requirements.

C.5.5 Warranties, Licenses and Maintenance Agreements

Standard commercial warranties shall be made available to the Government. The Contractor shall offer manufacturer extended warranties for products on this contract, where applicable and available, in accordance with AMS T3.10.4 (5d Commercial Items). Extended warranties will be made available at the time of product purchase.

Maintenance agreements that extend support beyond the warranty period may be procured through this contract with the stipulation that any payments beyond the first year of maintenance shall be exercised as options by the Government. The payments can be billed at any time intervals (e.g., monthly, quarterly, annually) as designated by the Government.

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Warranties, licenses and maintenance agreements shall be in support of the products offered under this contract. Warranties, licenses and maintenance agreements for related items not purchased under the contract that have expired in the six months prior to execution of this contract may be reinstated or renewed under the contract provided that all “back” maintenance is paid, if required. Warranties, licenses and maintenance agreements for related items not purchased under this contract that expire within the term of this contract may be reinstated or renewed under this contract.

At the discretion of the Government, an item purchased under this contract needing warranty replacement may be repaired either by a local Government computer technician or by a Contractor provided computer technician.

Parts that have been replaced, with the exception of any memory devices (e.g., hard drives containing sensitive or classified material that shall be destroyed or retained by the Government), will become the property of the Contractor. Installed replacement parts will become the property of the Government. During the warranty period, Contractor shall:

- Honor all manufacturers’ warranties and guarantees on all products offered through the contract. If the manufacturer offers an onsite warranty, those warranty services will be passed on to the users of this contract.
- Continue to provide warranty service after contract termination until expiration of warranties for products that have been sold under the contract.
- Provide all labor, parts and travel necessary to keep the products in good operating condition and preserve its operating efficiency in accordance with its technical specifications.
- Pay any necessary shipment and insurance costs
- Pay any software and firmware maintenance costs

Onsite warranty services during the warranty period will not include electrical work external to the goods, the furnishing of supplies, or adding or removing accessories, attachments, or other devices not provided under this contract. Onsite warranty services also will not include repair of damage resulting from transportation by the Government between Government sites or from accident, unless the accident is caused by negligent or intentional acts or omissions of the Contractor or its agents.

The Government may designate specific locations where on-site warranty services will be performed by Contractor provided computer technicians. A list of sites will be provided, as required, to facilitate on-site warranty services. Section H addresses Contractor security requirements and procedures for access to facilities.

C.5.6 Business Intelligence

As one of its primary objectives, the Government expects to utilize business intelligence to improve overall management and efficiency. This includes the collection of

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comprehensive transaction level data, as well as the analysis required to support management and operational decisions. The Contractor shall propose solutions that will allow the Government to meet its business intelligence objectives and to partner with the Government to achieve greater efficiencies and taxpayer savings.

In addition to reporting at the contract management level, the Government shall be provided access to all detailed and summarized data. The Contractor shall develop and propose a cost reduction program which identifies opportunities for process improvement and cost reductions. This proposal shall be submitted to the Contracting Officer, COTR or designee yearly, no later than one month after the contract anniversary date.

C.5.7 Technical Refresh and Technology Improvements

The Government does not intend to have the same minimum requirements for IT products throughout the duration of the contract. The Government reserves the right to adjust (add, change or delete) some or all of the contract line items to reflect current trends in IT, add new products and manufacturers, or respond to changes in the *Standards*. In order to keep pace with changes in technology and meet worldwide requirements of the Government, the Contractor shall provide for new technologies and refresh their product offerings in accordance with the Contractor's commercial business practices, as Government requirements change, and in accordance with the requirements established by this contract.

If at any time during the life of this contract the original manufacturer of the equipment schedules products for discontinuation, improvement and/or replacement, the Contractor shall provide advance notification of the changes. The contract may be modified to accommodate these changes.

The Contractor shall propose technology improvements to the contract. Proposals shall include a description of the products, an electronic copy of the pricing tables, and technical literature that describes the products. The Government may add these new products or manufacturers to the contract provided they are within scope of the contract.

C.5.8 Web Site

The Contractor shall create a web site within a secure web portal for the exclusive use of personnel with ".GOV" email addresses. Access to the web site shall only be after a Government employee self registers by creating a user account and password and after email credential verification (i.e., employee responds to an email sent to their ".GOV" address). The web site shall be operational within 21 days after contract award and be available from 6 AM to 12 AM Eastern time, 7 days a week. The web site shall have the following capabilities:

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- Include all contract line items, a subset of contract line items, or any other items related to full Product Solutions, as stipulated by the Government
- Provide a large selection of the commonly procured products available from all the manufacturers available on the contract
- Automatically show replacements for contract products at end-of-life upon availability from the manufacturer except for CLINs under configuration management (see Section C.5.1.3)
- Provide detailed product information including the current list price, contract price, product availability, and photograph (if available)
- Have the ability to show special promotions, end-of-life items, and sale items
- Provide fax number, TTY number, Government and Contractor phone numbers
- Have shopping cart features (e.g., place on hold, send to approving official)
- Provide order confirmation at checkout
- Supply shipment tracking information
- Provide access to quotes and order status
- Permit purchases by Government credit card
- Ensure the security of purchaser's private information
- Have the ability to accept shipping addresses and organizational information (e.g., agency, line of business, organizational office)
- Provide informational links and documents
- Will not have links to non-contract products or advertisements for non-contract products
- Offer training materials (e.g., user guides, manuals, frequently asked questions, help screens) and the Ordering Guide (see Section C.5.9)
- Provide a document repository for any quick reference materials and end user documentation provided by the Government

The Contractor may be asked to create webcasts, webinars, or seminars to provide training on the use of the web site.

It is desired that the web portal also contain an administrative area that is accessible only to the COTR and designated contract administrators. The area will provide details on web page hits, purchase histories and data, software licenses, meeting minutes, contract reports, and any other contractual data required by the Government. At a minimum, these data shall be provided to the COTR, as requested, in electronic document format.

The FAA will perform a scan of the Contractor's provided website. If the website is not compliant with Section 508 the Contractor must demonstrate that efforts are being taken to bring it under compliance by providing progress updates at Program Reviews (Section C.5.20).

C.5.9 Ordering Guide

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The Contractor shall develop a users' Ordering Guide, in coordination with the Government, which shall be posted to the web site. The Ordering Guide shall be submitted to the COTR within thirty (30) days of contract award for review and approval. This guide shall be continuously updated as required. The guide shall contain all information necessary for geographically dispersed facilities to place orders, including, as a minimum:

- Government and Contractor points of contact
- How to obtain quotes
- Detailed step-by-step description of the ordering process, with screen prints
- How to track orders
- How to make returns

C.5.10 Financial Services

The Contractor shall facilitate the purchasing of Product Solutions under this contract by offering financial services such as financing options, leasing, and extended warranty/maintenance agreements that lock in base year prices.

C.5.11 Purchasing Procedures

Within 21 calendar days of contract award the Contractor shall begin accepting orders with an Government credit card or Government Delivery Order (DO) via web portal, electronic data interchange (EDI), facsimile, email and telephone. The Contractor shall be capable of accepting orders via EDI using the American National Standard Institute (ANSI) X 12 Standard.

The Contractor shall:

- Provide an order receipt acknowledgment as described in Section C.5.18.2
- Notify the ordering agency or organization if an item is out of stock. The ordering organization shall have the option of requesting a back-order, substituting another available contract product, or canceling the item from the order. Under no circumstance is the Contractor permitted to make unauthorized substitutions.
- Seek approval for partial shipments, prior to ordering, from the CO or authorized ordering official
- Show shipping charges, where applicable
- Indicate unfilled orders and partial shipments on the order acknowledgement
- Inform ordering organizations of the availability dates for unfilled and partial shipment orders
- Provide a shipping notification as described in Section C.5.18.3
- Provide an automatic tax exemption, where applicable, for all purchases covered under the contract

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- Not retain credit card information – purchaser shall re-enter this data with each purchase
- Assign account numbers to participating agencies in a manner that achieves standardization of accounts that are secure and enable accurate reporting. Account number assignments facilitate the aggregate roll-up and roll-down of business intelligence data (Section C.5.6)

The Contractor shall ensure that Government issued DOs match any Contractor provided quotes by line item and price. Ordering officials shall be given the option of modifying DOs if the quoted prices have changed at the time of order placement. Any quotes that have expired at the time of order placement shall be re-quoted and the Government ordering officials will make any required adjustments to the DOs.

C.5.12 Customer Support

The Contractor shall provide a toll-free telephone number with availability during Government business hours (see Section C.5.13) and a single email address for customer support requests. The Contractor shall also provide an alternate number that shall accommodate TTY functionality. This TTY capability shall be compliant with Section 508 of the Rehabilitation Act of 1973.

At a minimum, Contractor support personnel, who speak and understand English, shall provide the following:

- Technical Assistance – The Contractor shall be prepared to receive product problem reports and assist the user towards timely resolution of the reported problem. The Contractor is responsible for hardware and software related calls for all products covered under warranty purchased on this contract. Technical assistance may be provided by the product manufacturer to satisfy this requirement.
- Telephonic Support Personnel. Contractor personnel manning the support service telephones shall receive delivery orders and credit card orders and have sufficient expertise to provide technical assistance.

C.5.13 Support Hours

Contractor support is required during normal Government business days, Monday through Friday, within the Government calendar, excluding Federal holidays. Business hours are 7 AM to 8 PM Eastern Time. Under rare circumstances, the Contractor may be required to provide support outside these normal hours to respond to critical or emergency situations.

Products with manufacturer provided support will be contacted directly by the Government for questions, issues, and problem resolution.

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C.5.14 Returns and Replacements

Goods delivered to the Government that are found to be damaged or in unacceptable condition may, at the discretion of the Government, be returned to the Contractor at the Contractor's expense within thirty (30) days of receipt. The Government may elect to return the items for replacement or for credit. Credit for returned goods shall be made immediately after the Contractor receives returned goods.

C.5.15 Trade-ins/Exchanges

The Contractor will allow the Government to trade-in/exchange used hardware as a credit toward the purchase of new equipment, when feasible.

C.5.16 Use of Recycled Packaging Materials

It is preferred that shrink-wrap, foam and other types of packaging be composed of recycled materials. The Contractor shall:

- Use recycled-content packing materials when feasible
- Provide recycled-content plastic for equipment housing

C.5.17 Quality Assurance

All goods provided to the Government shall be free from defects in materials and workmanship, given normal use and care, over the period of the manufacturer warranty. The terms of this contract shall supersede any language to the contrary on delivery orders, invoices or other documents provided by the Contractor, manufacturers, or other sources.

The Government prefers that the Contractor have certification under the International Standards Organization (ISO) 9001:2008 guidelines or other quality certification guidelines. ISO accreditation provides assurances to the Government that the Contractor has adopted an integrated process approach to effectively deliver managed services to meet customer requirements and exceed customer expectations.

C.5.18 Performance Reporting and Monitoring

The Contractor's performance will be measured through data collected in reports, meetings and surveys. The data collected will be a basis for determining whether to award contract option years. The Government requires the following from the Contractor:

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1. Service Response Time Limits	E-mail or facsimile to customer	Provided all non-web portal quotes requested by the Government in a month within 1 business day at least 95% of the time (some exceptions, see Section C.5.18.1)
	Phone call, e-mail, facsimile, etc.	Responded to all customer service calls in a month within 2 business hours at least 95% of the time
	Performance Log (spreadsheet)	Reported no later than the fifth (5th) business day of each month
2. Order Acknowledgement	E-mail to customer	Sent within 4 business hours of order acceptance
	Performance Log (spreadsheet)	Reported no later than the fifth (5th) business day of each month
3. Shipping Notification	E-mail to customer	Sent within 24 hours of non-electronic shipments
4. Shipping Time Limits	Shipment	Shipped or electronically transmitted orders placed in a month within 10 business days at least 90% of the time
	Delivery Report (spreadsheet)	Reported no later than the fifth (5th) business day of each month
5. Monthly Activity Reports	Financial Report, Delivery Report, Performance Log, Customer Service Report, Discrepancy Report (spreadsheet)	Reported no later than the fifth (5th) business day of each month
6. Meeting Attendance	Phone call, teleconference, videoteleconference or in-person	Conducted monthly, or as required by the Government
7. Program Review Attendance	Teleconference, videoteleconference or in-person	Conducted quarterly, or as required by the Government
8. Meeting Minutes	Word processing document	Sent to COTR by close of business on the following business day

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Item	Medium	Measure
9. Customer issues, problems, and compliments	Customer Service Report (spreadsheet)	Reported no later than the fifth (5th) business day of each month

Further information on each of the above items is provided in the following sections.

C.5.18.1 Service Response Time Limits

The Contractor shall provide all non-web portal quotes in a month within one (1) business day at least 95% of the time. Exceptions will be granted for “complex” orders (e.g., hundreds of line items, complex configurations, etc.) in which the customer has given prior approval. Quote requests shall be recorded in the Performance Log of the Monthly Activity Report (C.5.19).

The Contractor shall respond to all customer service calls in a month within two (2) business hours at least 95% of the time. These requests shall be recorded in the Performance Log of the Monthly Activity Report.

C.5.18.2 Order Acknowledgement

The Contractor shall send an email notification to the customer acknowledging the receipt of an order. This email shall include, at a minimum, the Contractor order number, customer order number, summary of items ordered and total amount of order. This email shall be sent within four (4) business hours of order acceptance to the email address specified by the customer. Order receipt and notification times shall be recorded in the Performance Log of the Monthly Activity Report (C.5.19).

C.5.18.3 Shipping Notification

Within twenty-four (24) hours of non-electronic shipments the Contractor shall send a notification to an email address specified by the customer. This email shall include the order number and the shipping company and tracking information (where applicable). Shipping notification times shall be recorded in the Performance Log of the Monthly Activity Report (C.5.19).

C.5.18.4 Shipping Time Limits

The Contractor shall ship or electronically transmit all non-complex orders placed in a month within ten (10) business days at least 90% of the time. Shipping dates and times shall be recorded in the Delivery Report of the Monthly Activity Report (C.5.19). Required delivery dates shall be specified in the report for complex orders.

The Contractor is not responsible for meeting the shipping time limit if the failure to perform arises out of causes beyond the control and without the fault or negligence of

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the Contractor. Such causes may include, but are not restricted to acts of God or of the public enemy, acts of the Government in its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes and unusually severe weather.

C.5.18.5 Customer Service Report

If a customer has a complaint or problem surrounding a quote request, the processing of an order, or any other issue with the Contractor, the Contractor shall provide background information such as times and dates of any interaction with the customer (e.g., conversations, e-mails, meetings, correspondence, etc.). The Contractor is also encouraged to provide information on any commendations or notes of appreciation provided by customers. The Customer Service worksheet of the Monthly Activity Report (C.5.19) will be used to report these items.

The Contractor shall send an email requesting customer feedback after every order.

C.5.19 Monthly Activity Report

The Contractor shall create a Monthly Activity Report no later than the fifth (5th) business day of each month and send it by e-mail to the COTR and any other designated person. The report has five parts: 1) the Financial Report contains information on items purchased; 2) the Delivery Report contains additional information on purchased items such as order date, shipped date and shipper; (3) the Performance Log contains information on customers' requests for quotes, order acknowledgements and shipping notifications; (4) the Customer Service Report provides information on any complaints or problems lodged by Government customers, in addition to commendations or notes of appreciation; and (5) the Discrepancy Report tracks invoice pricing errors to their resolution. It is desired that the Contractor also provide information on purchases made by DOT/FAA for items not on the contract (e.g., open market, other Government contracts). A sample Monthly Report template is provided in Section J, Attachment III.

C.5.20 Meetings and Reviews

The COTR, and/or SAVES Program Manager may require the contractor's project manager, or a designated alternate, to meet with the COTR and/or SAVES Program Manager and other government personnel as deemed necessary to discuss performance evaluation. The COTR will define a frequency of in-depth reviews with the contractor, including appropriate self-assessments by the contractor; however, if the need arises, the contractor will meet with the COTR as often as required or per the contractor's request. The agenda of the reviews may include:

- Monthly performance assessment data and trend analysis
- Issues and concerns of both parties

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- Projected outlook for upcoming months and progress against expected trends, including a corrective action plan analysis
- Recommendations for improved efficiency and/or effectiveness
- Issues arising from the performance monitoring processes

Contractor representatives shall be available, as requested by the Government, for meetings to discuss price adjustments, contract changes, warranty issues or other items with the COTR and/or SAVES Program Manager. These meetings may be via teleconference, videoteleconference, online or in person at a Government or Contractor facility.

A Program Review meeting will take the place every three months, or as scheduled by the Government. Examples of locations for the meetings include FAA Headquarters in Washington, DC, the FAA William J. Hughes Technical Center at the Atlantic City International Airport, NJ, and the FAA Mike Monroney Aeronautical Center, Oklahoma City, OK. Meeting topics will include topics such as customer input, problems/issues, and possible contract modifications.

It is the Contractor's responsibility to have personnel at the meetings who have decision-making authority. The Contractor is responsible for any expenses for Contractor personnel in conjunction with the meetings. Minutes from the meetings shall be kept by the Contractor and sent to the COTR by close of business on the following business day.

The Contractor is encouraged to participate in Government-sponsored expositions, fairs and conferences. The Contractor is responsible for any expenses in conjunction with the events.

C.5.21 Management Policy and Procedures

The Contractor will provide documentation, when requested, on the processes and procedures used in the following areas:

- Supplier management
- Supplier certification/qualification
- System for inventory and packaging
- System for distribution and delivery to FAA locations worldwide
- Notification to customers regarding back-orders
- Purchasing
- Management of short supply of materials and services from suppliers
- Disaster Recovery Program
- Warranty policy
- Return policy
- Customer service program and online customer assistance
- Supply Chain Risk Management

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